『おもてなしの日本語 基本編』正誤表 ver.1.0

『おもてなしの日本語 基本編(初版第1例)』(2020年3月刊行)につきまして、誤り、表記の不統一などがございました。 謙んでお詫び申し上げますとともに、下記のように訂正させていただきます。

頁	訂正前					訂正後
		1	-	1	1	
カバー 表そで	設定	Notification	知悉	Hiểu rõ		Aknowledgement
カバー 表そで	うかがい	Visiting	询问	Hỏi thâm		Asking
This book is intended for anyone who wants to enter the hospitality industry, so it can be used by a w range of learners. Until now, textbooks that specifically showed how to express manners and hospitality Japanese were not The textbook were not narrow enough in scope. Therefore, we created this book to easy-to-understand concrete examples and Japanese expressions that show what omotenashi is and h staff members use omotenashi expressions. Cultural notes also include information on Japanese manners, Japanese attitudes and perspectives o cross-cultural communications so learners other than those wishing to enter the customer service indu the future will plenty to study and learn. There aren't many complicated grammar items used in hospital settings, and the vocabulary is selected from vocabulary that we believe is often used in the hospitality industry. We hope that learners will be able to understand and operate in Japanese-style customer service Japanese culture.						This book is intended for anyone who wants to enter the hospitality industry, so it can be used by a wide range of learners. Until now, textbooks that specifically showed how to express manners and hospitality in Japanese were not The textbook were not narrow enough in scope. Therefore, we created this book to present easy-to-understand concrete examples and Japanese expressions that show what omotenashi is and how staff members use omotenashi expressions. Cultural Notes also include information on Japanese manners, Japanese attitudes and perspectives on cross-cultural communications to learners other than those wishing to enter the customer service industry in the future will also have plenty to study and learn. There are not many complicated grammar items used in hospitality settings, and the vocabulary is selected from words that we believe are often used in the hospitality settings, hope that learners will be able to understand and operate in Japanese-style customer service and Japanese culture.
		olite Speech Simp	lified Chart			Usage guide Honorific Simplified Chart
p4 表情 p5 傾聴	Expressions Listening					Facial Expressions Listening Closely
p7 1	Omotenashi interpersonal jinsoku na taid seijitsu na koł Japanese. Ningenkank with customer Kokorokuba Aite wo omo Jinsoku na t Yorisou kok Juunan na t	relationships), kok ou (quick response coro (honesty) and ei kouchiku (buildi 's rri (thoughtfulness; u kokoro (being m aiou (quick respor oro (closeness); G aiou (fl exible resp	orokubari (t e), yorisou ko communica ng interpers): Acting with nindful of oth nse): Respor etting close onse): Resp	houghtfulness), aite w skoro (closeness), juu ting while having mas onal relationships): C h the customer in min ners): Being compassi iding quickly and corre to and sympathizing v onding fl exibly with a	onate and sympathetic toward the customer	Concensabil Japanese refers to understanding the seven concepts of ningenkankei kouchiku (building interpersonal relationships), kokorokubari (thoughtfulness), aite wo omou kokoro (being mindful of others), jinsoku na outai (quick response), yorisou kokoro (closeness), juunan na outai (fl exible response) and seijitsu na kokoro (honesty) and communicating while having mastered the art of expressing these concepts in Japanese. Ningenkankei kouchiku (building interpersonal relationships): Communicating to build strong relationships with customers Kokorokubari (thoughtfulness): Acting with the customer in mind Aite wo omou kokoro (being mindful of others): Being compassionate and sympathetic toward the customer Jinsoku na outai (quick response): Responding quickly and correctly Yorisou kokoro (closeness): Getting close to and sympathizing with the customer's feelings Juunan na outai (fl exible response): Responding fl exibly with alternative proposals and ideas Seijitsu na kokoro (honesty na mesty and with understanding, without falsehoods
p7 2(1)	Omataseitash	imashita. Ainiku. m	nanshitsu de	gozaimasu. Moushiwa	ake arimasen.	Omataseitashimashita. Ainiku, manshitsu de gozaimasu. Moushiwake gozaimasen.
p7 2 (2)	Omataseshim	ashita. Ainiku, kon	o shouhin ga	a gozaimasen. Moushi	iwake gozaimasen.	Omatase <mark>itashimashita</mark> . Ainiku, kono shouhin <mark>wa zaiko g</mark> a gozaimasen. Moushiwake gozaimasen.
p7 2 (3)					Moushiwake arimasen. ok" section, but be sure to review them all	Omataseitashimashita. Ainiku, honjitsu no yoyaku wa ippai <mark>de gozaimasu.</mark> Moushiwake g <mark>ozaimasen.</mark> Each semantic function is further explained in the "見てみましょう(Let's Take a Look)" section, but be sure
p7 最後の行 p13	together. In this book in cultural not conversation,	, you will learn wha es and conversatio	at Japanese onal sentenc	omotenashi is like an es from a functional p	d also learn sentence patterns and meanings perspective. First, before studying the the lesson in the context of the given	to review them all together. In this book, you will learn what Japanese omotenashi is like and also learn sentence patterns and meanings in "Cultural Notes" and "Let's Take a Look" from a functional perspective. First, before studying the conversation, think about the theme of the section and then learn the lesson in the context of the given
p13	out as follows Here's the po	: int!: Understand e	ach sentend	ce pattern and seman	ection 1 and Section 2. Each section is laid tic function. The omotenashi phrases that rrases are phrases that are often used in	situation. Structure There are eight chapters in total, each of which is divided into x Section 1 and Section 2. Each section is laid out as follows: Here's the point! Understand each sentence pattern and semantic function. The omotenashi phrases that you will learn in that chapter are marked with m⊗0. Omotenashi phrases are phrases that are often used in
p15	customer serv		markeu wit	n a . Oniotenasin pi	nases are pinases that are often used in	customer service settings.
p18 ます形の語幹	(V-masu word	l step of masu forn	n)			(V-masu word stem of verb masu form)
p18 する動詞(Ⅲグルー プの動詞)の「する」を とった形	(V-suru suru v	rerb (group III verb) form with :	suru removed)		(V suru suru verb (group III verb) form with する removed)
p18 敬語早見表 p21 セクション2	Honorifc simp おじぎ「どうえ	lified chart ぞごゆっくりお過ご	リイださい	± ++ 1		Honorific Simplified Chart おじぎ「どうもありがとうございました。」
p22	In this book interpersonal jinsoku na taio na kokoro (ho	, you will learn omo relationships), kok ou (quick response	otenashi no .orokubari (t e), yorisou ko r. Learn hov	kokoro (the heart of c houghtfulness), aite w okoro (closeness), juu	omotenashi), ningenkankei kouchiku (building vo omou kokoro (being mindful of others), nan na taiyou (flexible response) and seijitsu of omotenashi in words and the	In this book, you will learn ometenashi no kokoro (the heart of omotenashi), ningenkankei kouchiku (building interpersonal relationships), kokorokubari (thoughtfulness), aite wo omou kokoro (being mindful of others), jinsoku na outai (quick response), yorisou kokoro (closeness), juunan na outai (flexible response) and seijistu na kokoro (honesty) in that order. Learn how to express the heart of omotenashi in words and the methodology behind omotenashi phrases.
p28	セクション2 おじぎ 「どうぞごゆっくりお過ごしくださいませ。」 Bowing "Please enjoy your stay." (日式) 行礼"请優用。/请好好休息。" Cúi chào "Quỳ khách thong thà a."					セクション2 おじぎ 「どうちありがとうございました。」 Bowing "Thank you very much." (日式)行礼 "謝婚您的光施。" Cửi chảo "Cảm ơn quý khách."
p44	smile when as can assist you	sisting customers,	, part of omo	otenashi is regularly m hat your facial expres	npressions. Rather than only putting on a Naintaining a gentle expression that says, "I sion can be seen from a distance when	Hyoujou (facial expressions) are equally as important as first impressions. Rather than only putting on a smile when assisting customers, part of omotenashi is regularly maintaining a gentle expression that says, "I can assist you at any time". Also, be aware that your facial expression can be seen from a distance when bowing or from ditance. Try to always be mindful of you facial expressions.
p56 見てみましょう① p59		ベートでお客さまと D 地下 1 陛でござい		舌しています】		【会話1:デバートでスタッフとお客さまが話しています】 プールは大統の地下1座でございます
	ブールは本館の Department V	D地下1階でござい ocabulary	· 6 9 o			プールは本館の地下1階でございます。 Department <mark>store</mark> Vocabulary
p76 セクション2 一歩進んだ応対「もしよろ しければ、確認いたしま しょうか。」						Going One Step Further * If you'd like, I can check.*
	In Section 1, we learned what to do to provide accurate guidance in accordance with customers' requests					In Section 1, we learned what to do to provide accurate guidance in accordance with customers' requests.
p76	and respond ii includes, for e instead taking reservations f	n a way that please xample, going beye things one step fu	es them with ond simply o urther by cal uprompted by	nout them having to ev loing things like recon ling a restaurant for a	II be able to sense how the customer feels ver explicityly state their requests. This nending a restaurant to the customer, and customer to see if it is crowded or making nis degree of action that is known as Ippo	In Section 2, we will learn how to progress to the point where you will be able to sense how the customer feels and respond in a way that pleases them without them having to ever explicitly state their requests. This includes, for example, going beyond simply doing things like recommending a restaurant to the customer, and instead taking things one step further by calling a restaurant for a customer to see if it is crowded or making reservations for them, even if unprompted by the customer. It is this degree of action that is known as Ippo Susunda Outai (going one step further).
p102 セクション1 傾聴「何かございました か。」	Listening "Is t	here something I c	an help you	with?"		Listening Closely "Is there something I can help you with?"
p102 p108 セクション2	Opening your closer to that	ears to what some person. Just taking	one has to s ; it upon you	say rather than doing a	saying, not with your ear, but with your heart. all of the talking yourself can help you get is not omotenashi. Listening is another form ive someone.	Keichou (listening closely) means listening to what someone is saying, not with your ear, but with your heart. Opening your ears to what someone has to say rather than doing all of the talking yourself can help you get closer to that person. Just taking it upon yourself to do something is not omotenashi. Listening closely is another form of omotenashi. Here, you will learn the omotenashi of how to receive someone.
クレームを聴く「ご迷惑を おかけし、大変申し訳ござ いませんでした。」	Listening to C	omplaints "I apoloį	gize terribly	for having troubled yo	u.*	Listening to Complaints "We are very sorry to have inconvenienced you."

代案「t したらこ いかがて	セクション1		
したらこ いかがて	S 12 - 1		
いかがて	ミダブルの部屋で	Alternate Suggestions "We can arrange a semi-double room. Would that be okay?"	Alternate Suggestions "We can offer you a semi-double room. What would you prefer?"
	「用意できますが、	Alternate Suggestions we can arrange a semi-double room, would that be okay?	Alternate Suggestions we can other you a semi-double room, what would you prefer?
-104	5しょうか。」		
-104		What you may consider to be the best form of omotenashi is not always the best for your customers. That is	What you may consider to be the best form of omotenashi is not always the best for your customers. That
		why you should offer a variety of options to meet the needs of your customers. The best kind of omotenashi is	is why you should offer a variety of options to meet the needs of your customers. The best kind of
p124		that which the customer chooses on their own. Therefore, it is essential to acquire a wide range of knowledge	omotenashi is that which the customer chooses on their own. Therefore, it is essential to acquire a wide
		and information so that you are able to provide different kinds of annai (guidance).	range of knowledge and information so that you are able to provide different kinds of teian (suggestions).
		There are many types of apologies. The word すみません in particular is often used in daily life. This word	There are many types of apologies. The word すみません in particular is often used in daily life. This word
		has many meanings and is not only used when apologizing, but also when thanking someone, making a	has many meanings and is not only used when apologizing, but also when thanking someone, making a
140		request and when calling for someone. It is used to apologize when someone has had something	request and when calling for someone. It is necessary to apologize when someone has had something
p140		displeasurable or troublesome happen, even if it is not directly your fault. You will likely find yourself	displeasurable or troublesome happen, even if it is not directly your fault. You will likely find yourself
		apologizing to a customer at some point when working in hospitality. However, the customer is not always right. Even in such times, you must still apologize for the fact that the customer has been inconvenienced. And	apologizing to a customer at some point when working in hospitality. However, the customer is not always right. Even in such times, you must still apologize for the fact that the customer has been inconvenienced.
		you must also show appreciation for them taking the time to express their opinion to you.	And you must also show appreciation for them taking the time to express their opinion to you.
p153 🖇	第1課②	Staff member: Thank you very much. [bows slightly] I'll carry it for you to the door.	Staff member: Thank you very much. [bows slightly] I'll carry it for you to the door for you.
			[Conversation 1: A staff member and a customer are talking in the lobby of a Japanese-style inn]
	[Conversation 1: A staff member and a customer are talking in the lobby of a Japanese-style inn] Staff member: Hello. [smiling] My name is Tanaka, and I'll be in charge of your room, Ms. Kobayashi. I look	Staff member: Hello. [smiling] My name is Tanaka, and I'll be in charge of your room, Mr./Ms. Kobayashi. I	
	forward to assisting you.	look	
		Customer: Oh, I'm Kobayashi. Thank you for your help.	forward to assisting you.
		Staff member: Please let me know anytime if there is anything you do not understand.	Customer: Oh, I'm Kobayashi. Thank you for your help.
		Y ou can also reach me anytime by calling the front desk.	Staff member: Please let me know anytime if there is anything you do not understand.
p154 🖇	- 寛 2 課①	Customer: Okay.	You can also reach me anytime by calling the front desk.
		[Conversation 2: A customer has come to the reception desk]	Customer: Okay.
		Staff member: Welcome.	[Conversation 2: A customer has come to the reception desk]
		Customer: I have a reservation under the name Yamanaka.	Staff member: Welcome. [smiling]
1		Staff member: Please wait one moment.	Customer: My name is Hayashi, and I'm here to meet with Mr./Ms. Yamanaka.
		[the staff member makes an internal call]	Staff member: Please wait one moment.
		We will be with you in a moment, so please wait over there.	[the staff member makes an internal call] He/She will be with you in a moment, so please wait over there.
	第2課①	前台接待:欢迎光临。	前台接待:欢迎光临。 [微笑]
p154 3	第2課①	Nhân viên: Kính chào quý khách.	Nhân viên: Kính chào quý khách. [Tươi cười]
		[Talking to a customer at a check-in counter at the airport]	[Talking to a customer at a check-in counter at the airport]
		Staff member: [smiling] Good morning. [bowing while smiling] Please show me your passport.	Staff member: [smiling] Good morning. [bowing while smiling] May I have your passport please.
		Customer: Okay. [shows passport]	Customer: Okay. [shows passport]
		Staff member: Thank you. Ms. Tanaka, will you be checking any luggage?	Staff member: Thank you. Mr./Ms. Tanaka, will you be checking any luggage?
p155 🖇	± 2 Ⅲ②	Customer: No.	Customer: No.
p155 3	Ħ Z 課(Z)	Staff member: Okay. Your seat is 35 A, a window seat. Here is your passport.	Staff member: Okay. Your seat is 35 A, a window seat. Here is your passport.
		[shows the customer her boarding pass] This is your boarding pass. Your boarding gate is 61 [folds one hand	[shows the customer his/her boarding pass] This is your boarding pass. Your boarding gate is 61 [gestures
		over the other], and boarding begins at 9:25.	to the boarding pass], and boarding begins at 9:25.
		[staff m ember hands the customer her boarding pass] Thank you very much. [smiles] Have a good trip. [bows	[staff m ember hands the customer his/her boarding pass] Thank you very much. [smiles] Have a good trip.
		while smiling]	[bows while smiling]
		[Conversation 1: A staff member and a customer are talking at a department store]	[Conversation 1: A staff member and a customer are talking at a department store]
		Staff member: Welcome.	Staff member: Welcome.
		Customer: Excuse me, where is your bathroom?	Customer: Excuse me, where is your bathroom?
		Staff member: [points in the direction] (The bathroom is) Right over there.	Staff member: [points in the direction] It's right that way.
-170	第3課①	[Conversation 2: A staff member and a customer are talking at a hotel]	Customer: I see. Thank you.
0155 \$			
b120 3		Customer: Umm, does this hotel have a pool.	[Conversation 2: A customer and a staff member are talking at a hotel]
h120 j		Customer: Umm, does this hotel have a pool. Staff member: Yes, we do. The pool is on B1 of the main building. Please use this elevator. Once you get off	Customer: Umm, does this hotel have a pool?
h120 j		Customer: Umm, does this hotel have a pool. Staff member: Yes, we do. The pool is on B1 of the main building. Please use this elevator. Once you get off the elevator, keep going straight. The pool entrance is on the left side.	Customer: Umm, does this hotel have a pool? Staff member: Yes, we do. The pool is on B1 of the main building. Please use this elevator. Once you get off
h120 į		Staff member: Yes, we do. The pool is on B1 of the main building. Please use this elevator. Once you get off	Customer: Umm, does this hotel have a pool? Staff member: Yes, we do. The pool is on B1 of the main building. Please use this elevator. Once you get off the elevator, keep going straight. The pool entrance is on the left side.
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	₩3 JRC	Staff member: Yes, we do. The pool is on B1 of the main building. Please use this elevator. Once you get off the elevator, keep going straight. The pool entrance is on the left side. Customer: Ah, I see.	Customer: Umm, does this hotel have a pool? Staff member: Yes, we do. The pool is on B1 of the main building. Please use this elevator. Once you get off the elevator, keep going straight. The pool entrance is on the left side. Customer: Ah, I see. [After check-in at a hotel, a bellhop shows a customer to their room] Staff member: Well then, I'll show you to your room. Customer: Okay, thank you. Staff member: This way, please. [Leads the way] [they get on the elevator] Your room is on the tenth floor.
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p165 3	第7課②	[A customer is asking a staff member a question at a hotel concierge] Customer: Is there anything to see in this area? Staff member: Let's see. There are several sites in this area, but how much time do you have until your departure? Customer: Around 4:00. Staff member: I see. Then, there is an art museum and a glass workshop nearby. You can try hands-on glass making there. What would you like to do? Customer: Is the glass workshop the only place I can try things hands-on? Staff member: Well, you can also try hands-on Japanese sweets making. If you're interested, please take a look at these pamphlets. There are several. Customer: Thanks. Staff member: We can make reservations for you, so please let me know if you'd like us to. Customer: Thanks.	[A customer is asking a staff member a question at a hotel concierge] Customer: Is there anything to see in this area? Staff member: Let's see. There are several sites in this area, but how much time do you have until your departure? Customer: About four hours. Staff member: I see. Then, there is an art museum and a glass workshop nearby. You can try hands-on glass making there. If you would like. What would you like to do? Customer: Is the glass workshop the only place I can try things hands-on? Staff member: Well, you can also try hands-on Japanese sweets making. If you're interested, please take a look at these pamphlets. There are several. Customer: Thanks. Staff member: We can make reservations for you, so please let me know if you'd like us to. Customer: Thanks.
p166	第8課(1)	Staff member: Please wait a moment while I check. [after looking]	Staff member: Okay. Please wait a moment while I check. [after looking]
	第8課2	[A customer and a staff member are talking at an airport] Castomer: Excuse me, I just got my checked luggage back, but my bag is missing one of its wheels. Staff member: I'm truly sorry. We can fix it for you here for you, or we can pay the repair fees for you today. Customer: I have another business trip right after this. What a hassle. Staff member: I'm very sorry. Customer: I guess it can't be helped. Then fix it, and hurry up with the paperwork. Staff member: Understood. I'm very sorry for all of the trouble we've cause you. I'll handle the paperwork right away, so please have a seat and wait just a moment. Customer: Fine. Staff member: Sorry to have kept you waiting. I've finished the paperwork. Please accept my apology for everything. [bows deeply]	away, so please have a seat and wait just a moment. Customer: Fine. Staff member: Sorry to have kept you waiting. I've finished the paperwork. Please accept my apology for everything. [bows deeply]
p170	成り立つ	to consist of; to be valid	to consist of ; to be valid
p170 🗄	迎える	to face; to head toward	to welcome
p171 🗄		soft flexible	soft flexible
	13413 0	decision	to decide
p172		bow; gratitude	bow; gratitude
		(business card case) ring 圈、环 mí gấp lại (của ví đựng danh thiếp)	リストより削除
p176 ·		one direction, one hand	on the other hand
p177 !		inner part, interior; bottom	rear section, inner section
		to announce (someone's arrival), to receive (a guest at reception)	to forward (a call)
-		to receive (an order), to take (a reservation)	to receive (an order) , to take (a reservation)
p180		no smoking; quitting smoking	no smoking , quitting smoking
		number of people	number of people
		to instruct, to tell to do (humble form)	to instruct, to tell to do (humble form)
		grandstand	ground staff
p182		sense of distance (physical or emotional) 距离感、高冷 cåm giác xa cách, có khoảng cách	sense of distance (physical or emotional) 距离 感、高冷 cåm giác xa cách, có- khoång cách
p182	タイヤ	tire	tire, wheel